




# Centacare

Catholic Family Services

## Annual Report 2021-2022





A blurred background image of a person, likely John Lochowiak, with a wooden bowl in the foreground. The bowl contains smoke and green herbs, possibly eucalyptus, which are being used in a traditional ceremony.

*We have walked on Country for  
thousands of years.*

*Our spiritual connection to the lands,  
waters and all living things is at the  
centre of our lives and culture.*

*We pay our respect to Elders past,  
present and future, and hold their  
knowledge, languages, and customs  
close for emerging generations.*

*John Lochowiak  
Manager, Aboriginal Services*

COVER: Clare Klapdor, Manager, is pictured with Kay Buckley, Educator.

Centacare's third longest-serving employee, Kay has dedicated the past 27 years to supporting parents and children through education and skills training.



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# United in purpose

We will provide relevant, authentic and effective services that will enhance the quality of life of our clients and will enable them to participate fully in the community.

Our work is informed by the values embedded in the principles of Catholic Social Teaching.

*These are the directions that will guide our service provision in the period 2020-2023.*



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**Inclusivity**

Respect, embrace and value the unique contribution of all individuals connected with Centacare.

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**Client Focus**

Clients are at the centre of decision-making at all levels of the organisation.

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**Future Focus**

Seek opportunities to provide services in areas where there is most need.

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**Staff & Management**

Inspire, encourage and grow a professional, influential and resilient workforce.

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**Strong Governance**

Demand governance structures and practices that ensure clarity, stability and agility.

Read our Strategic Plan 2020-2023  
<https://bit.ly/2SUJJhJ>







# Values our anchor in changing times

US author and teacher Margaret Wheatley, in her book *Who Do We Choose to Be?*, correlates organisations with living organisms that adjust and change to their environments in order to preserve their inner cell.

She says that the identity of the living organism has the very function to change in order to save itself; that change is inevitable, and to not change is fatal.

This quote typifies for me our lived experience at Centacare. I am sure many of us who have lived the change our organisation has experienced over the past 12 months would feel the same.

I am continually grateful for, and constantly draw upon, our Catholic values, knowing they are the anchor and the purpose of not just why we do what we do, but the how of it as well.

Every staff induction I speak to our Catholic Social Teaching principles and the values that emanate from them, for how can we examine if we are operating according to our values if we do not know them?

In January I appointed Leanne Haddad to the role of Deputy Director of Centacare, Together we have built a strong team, something I am both grateful for and excited about.

**Leanne brings an expertise and a dynamism that is something I personally value and enjoy.**

Centacare's corporate processes have always provided the infrastructure which has allowed us to serve our clients in a way that provides a solid financial base and IT security.

This year our goal was to embark on a process of corporate and financial restructure, which when complete, will pave the way for Centacare to continue building on in future years.

Part of this growth is the development of our Strategy, Research and Evaluation Unit in terms of forward planning. This involves scaling up our training operations, project management and research-based project initiatives.

On July 1, the state's ground-breaking homelessness and domestic and family violence Alliances began with a focus on prevention and better outcomes for the most vulnerable.

Previously, the State Government funded separate homelessness and domestic violence programs which were delivered by more than 30 organisations across the state.

The shift to the Alliance delivery model now sees Centacare work alongside the South Australian Housing Authority - in partnership with other service providers - as a pivotal member of three alliances: the State-wide Domestic and Family Violence Alliance; the Adelaide North West Homelessness Alliance; and the Country North Homelessness Alliance.

Significant reforms, innovations and efficiencies have been achieved across the sector in the past year, despite an unabated rise in violence against women, and the challenges posed by housing affordability, property price surging and competition for rental properties.

I admire the tenacity and creativity of staff in finding solutions amidst these complexities.

IT & Infrastructure moved Centacare to a new and robust 24/7 cyber security suite to ensure staff, client and data security, and we increased our mobile workforce utilising laptops, mobile phones, remote desktop servers and corporate VPNs.

Our Salisbury base, Emmaus House, underwent a refurbishment and welcomed Centacare's employee assistance services, ACCESS Programs, and consolidated three Children's Services Unit programs on site. This resulted in reduced travel time for staff and improved team accessibility to the families we walk alongside in the north.

ACCESS ably supported more than 400 contracted client organisations in Adelaide and interstate this year. Led by Manager Amanda Coldwell, the team revisited its program values, sharpened the focus on clinical directions and staff support, and expanded to sites at Marion and Noarlunga.

Our Young Family Support Program sites - Louise Place, Coolock House, Malvern Place and Findon Family Housing - were part of a significant restructure. These services provide support and accommodation to young pregnant or parenting mothers, with Findon providing support and accommodation for young families.





Go behind the scenes of our Managers Commissioning Ceremony and Sustainability Forum <https://youtu.be/igA8zhPM3Xs>



In thanking all staff for their genuine and professional commitment to our clients and to one another, I want to acknowledge our disability services staff. Throughout the COVID-19 pandemic, they supported some of our most vulnerable clients in our residential services. In full PPE, they cared for the sick and worked through Christmas in an environment of high risk and stress.

Thank you to all levels of government for partnering with us, as together we attempt to become change agents for the better. I value the respectful relationships we have, while accepting the reality of the environment within which we work.

We value the Roman Catholic Archdiocese of Adelaide Charitable Trust, whose contribution to Centacare is pivotal in making available Kolbe Cottage for clients with disability, along with other services and projects.

We are also grateful to all who donate to Catholic Charities along with corporate and school sponsors. We need your support as we strive to support others.

Finally, I would like to thank Archbishop Patrick O'Regan for his encouragement and support of Centacare and to me personally. I acknowledge the Archdiocesan staff and appreciate the partnership that exists between us.

Next year we celebrate 80 years of Centacare in this Archdiocese. So much to reflect on. So many stories.

I look forward to celebrating this with you.



**Pauline Connolly**  
Director







# Influential voice

Making news and sharing views

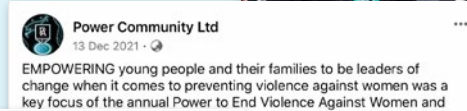
more than **400** social media posts

**32.5K** Facebook page reach

**14K** LinkedIn impressions

Top tweet earned **24.2K** impressions

## SOCIAL MEDIA



Tag us on Instagram:  
@centacare\_adelaide



Like us on Facebook:  
@centacarecatholicfamilyservices



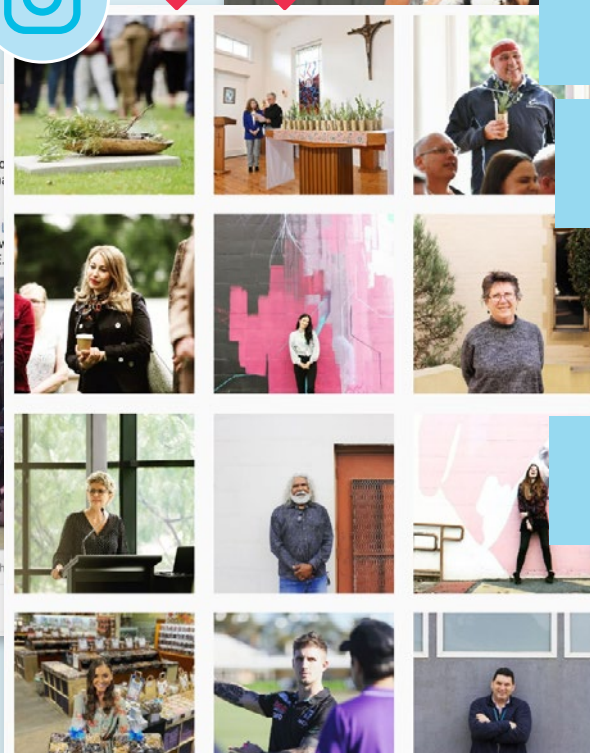
Search for us on YouTube:  
centacarecatholicfamilyservices



Talk to us on LinkedIn:  
@CentacareCatholic  
FamilyServices-Adelaide



Join the conversation on Twitter:  
@CentacareCFS





# Excelling in the new normal

Last year I wrote that Disability Services had been presented with challenges the likes of which we had not previously encountered. This year, not only were we presented with these challenges, but we faced them, lived them and, as a community, overcame them.

As for most of Australia, the biggest focus of 2021-2022 was COVID-19 and the impact it had on services after borders reopened in November.

We support many high-risk participants and were well-prepared to handle the virus across our sites, well before this became a day-to-day reality.

I am proud to say that all our business continuity and outbreak management planning was rewarded, and the strength of our Unit was highlighted throughout the greatest adversity.

While most people were spending Christmas with their families, our workers were either actively supporting or preparing to work in COVID-19 impacted settings. The resilience and client focus they displayed during this time was inspiring.

As Director Pauline Connelly remarked to me, our workers were truly living the mission of the Church; placing themselves into the unknown to support those most at need during their most vulnerable time.

In addition to thanking all our workers, I would like to acknowledge the incredible resilience our participants displayed this year. While the last year has been challenging for all of us that work to support them, it has been even more so for them.

Their ability to adapt to constant change, often at a moment's notice, is extraordinary and their strength during this time gave us strength.

COVID-19 aside, this year was a time of exciting change and growth. Disability Services absorbed the aged care Commonwealth Home Supports Programme as part of an organisational restructure.

With this expanded scope came a new name, Care and Support Services. It has been an exciting time bringing aged care into our portfolio. There are many similarities between the two sectors, and we have already learnt a significant amount from each other.

With new structures in place and COVID-19 a smaller part of our daily picture, we are very much looking forward to the year ahead. A time for growth with a focus on continuing to provide our communities the highest level of support.

I would like to acknowledge the generosity of Catholic Charities Appeal and the Roman Catholic Archdiocese of Adelaide Charitable Trust for their ongoing support. It is most valued.



**Liam Connelly**  
Executive Manager –  
Care and Support Services



Explore our services  
[disability.centacare.org.au](https://disability.centacare.org.au)



Meet Gabriel Arou,  
Disability Support Worker  
Page 23

We supported

**198**  
clients including

**91** males

**97** females and

**10** young people

**77**

clients engaged  
with My Aged Care  
Commonwealth Home  
Support Program

**22**

people enjoyed  
Centanet Day Options



## Helen's quiet strength

When Helen Yates has a challenging day at work, she stops off at Kolbe Cottage on her drive home.

Familiar faces greet her at the front door of the much-loved Plympton house, which has been providing support for clients with intellectual disabilities for nearly 40 years.

Kolbe opened in the early 1980s to give clients the opportunity to develop life skills, forge friendships and further learning - independent of family life.

"If I've had a particularly stressful week, I try and go there on my way home and spend that last 15 minutes with the client group," says Helen, Operations Manager of Care and Support Services.

"That's where I get my resilience and strength from - the clients. The way they've adapted to all the challenges COVID has brought in recent years has been inspiring."

Their courage is what Helen will best remember in 2021-2022, along with the foresight and resolve of the 130 staff who look to her quiet strength and dependability across eight disability sites in metropolitan Adelaide and Whyalla.

When COVID arrived on the service unit's doorstep two days before Christmas, staff calmly stepped up to the challenge.

The impact was minimal, such was the meticulous business continuity and outbreak management planning done prior by Helen, then Acting Executive Manager Liam Connelly and Compliance Officer Liz Greenham.

"Even with changes in management, and all the things we needed to put in place to prepare for every possible challenge we could face, those changes never touched the clients once in a negative way which is something I'm very proud of," Helen says.

She highlights other achievements: the unit's progressive transition to new digital rostering software; a heavy focus on systems to strengthen support for team leaders and staff; and the arrival of a new face at Lara Cottage, which provides 24/7 support to four women with physical and intellectual disabilities.

"There was a vacancy for 18 months but a new client moved in last October and she is a delight," says Helen, adding "the work the team has put in to advocating for the needs of the women at Lara has been phenomenal."

A service restructure saw respite and day options cease at Elizabeth-based Auricht House, which will reopen as a much-needed Supported Independent Living site in the new financial year.





# Holistic, therapeutic support for families



We walk alongside families and support them to increase their parenting capacity and toolkit, through trauma responsive practice, therapeutic attachment interventions, and building identity and agency.

This year was a period of consolidation for Children's Services Unit (CSU), with a new program integrated into the unit, re-contracted programs transformed, and existing programs strengthened.

Families with children at risk of disruption were supported by RESTORE Intensive Family Services, with the North team establishing a base at Emmaus House, Salisbury. The site underwent extensive renovations, including the addition of gender-neutral toilets, and now houses our northern parenting programs.

Unify Reunification Services adapted to a fee-for-service model, with the therapeutic framework firmly embedded.

Breathing Space, a pilot program to support young women who have experienced the removal of a child or children from their care, underwent an extensive evaluation process (see separate story), and new branding was developed for early intervention programs, Kids In Focus and Dad's Business.

Centacare Foster Care continued to record significant growth, ensuring children under Guardianship orders have safe, stable and nurturing homes.

Across CSU, staff demonstrated adaptability, resilience and innovation in their support of families who carry the burden of unprocessed trauma and limited experience of secure and cooperative relationships.

The client's voice, which is at the heart of Children's Services and is acknowledged in data reporting, continued to shape programs and inform service delivery.

## Key CSU highlights:

- A Catholic Charities grant was used to build a playground, verandah and fence at Emmaus House, as well as supporting foster carers with backpacks full of age-appropriate emergency supplies for children placed in their care.
- Three staff and two foster carers were named finalists at the inaugural Child Protection Awards: Dr Jackie Amos and the reunification team were recognised for Excellence in Child Protection Research and Centacare; foster carers Bindee and Karen were nominated for the Aboriginal and Torres Strait Islander Child Placement Principal Award; Eric Cruz took out the Media Award and Les Wanganeen was named Kinship Carer of the Year (see separate story).
- Further implementation of the therapeutic framework across Children's Services in the training space, with four staff accredited as Therapeutic Crisis Intervention for Families trainers. Narrative Exposure therapy and Safety, Playfulness, Acceptance, Curiosity and Empathy training was also rolled out across the unit.

In addition to our dedicated workforce, I would like to acknowledge the outstanding leadership of Leanne Haddad, who oversaw CSU from 2017 before being appointed Deputy Director in early 2022. Leanne constantly strove for service excellence to create quality outcomes for the families and individuals we are privileged to walk alongside.



**Amalie Mannik**  
Acting Executive Manager



Centacare's role in breaking the cycle of intergenerational trauma  
<https://bit.ly/3QUx5Ld>





## Building a strong support system

Breathing Space is filling a service gap for young women whose support needs are largely disregarded after child removal, new research shows.

An evaluation of the pilot program, published in June by Centacare Catholic Family Services and the Centre for Social Impact at Flinders University, recommends a scaling up of Breathing Space to allow more women to be supported.

The research details how the 18-month intervention delivers significant benefits across multiple life domains for participants and is associated with improvements in wellbeing, parenting capacity and self-determination.

In particular, the evaluation notes that four of the 12 participants who sustained engagement with Breathing Space were reunified with their

children during the intervention, and reunification was at least partly attributable to the program's supports.

Launched by Centacare in late 2020 and funded by the Department of Human Services, Breathing Space works with women aged under 25 years who have experienced removal of a child or children from their care and are therefore at heightened risk of recurrent removal in the future.

The trauma-responsive therapeutic intervention – believed to be an Australian-first – delivers holistic, wraparound supports for women who have high complexity of need and present with a wide range of challenges.

Most participants have a history of trauma dating back to their own childhoods and have themselves spent time in out-of-home care placements as children.

Author, Research Fellow Dr Veronica Coram, highlights how Breathing Space benefits women, children and society more broadly by reducing out-of-home care and child protection costs for government while keeping children with their parents where they are likely to achieve better long-term outcomes.

"Enhanced parenting capacities were related to other improvement in the lives of Breathing Space participants, including a strong sense of self, greater resilience and coping skills, and feeling empowered to make better decisions for themselves and their children," writes Dr Coram.

Key factors supporting Breathing Space's positive outcomes for participants include "strong trusting relationships with staff, a trauma-responsive approach, integrated wraparound supports delivered by a multidisciplinary team, flexibility and responsiveness to individual need, and intensive therapy to unpack trauma."





## Unifying families with heart

Unify Family Reunification Services was launched in July 2021 for families who have been separated by the child protection system due to safety concerns.

The service supports parents to make life changes so that children and young people can return home and live safely in their care.

The Unify model recognises intergenerational trauma as a fundamental cause of most child abuse and neglect and addresses this with flexible therapeutic interventions to achieve sustainable change and minimise the impact of trauma on future generations.

The service continues the excellent work of Centacare's previous Reunification and Adolescent Reunification Pilot teams.

Underpinned by a therapeutic framework – based on the research and work of Centacare Lead Therapist Dr Jackie Amos – Unify maintained a high success rate this year, while operating with reduced staff resources and navigating a change to fee-for-service funding, requiring new systems and processes.

In May, several members of the team were successful in having two case studies published in the *Australian* and *New Zealand Journal of Family Therapy*. The paper documents the use of Adult Exploration of Attachment Interview in achieving reunification.

This trauma-responsive therapy is used to explore how parents' experiences of trauma in their childhood can impact their parenting out of conscious awareness. This can empower parents to use their learning as a resource for change.

Manager Sam Carpenter said Unify's success was driven by two key factors – a clear set of principles and team cohesion.

"Unify is made up of a very brave and strong group of people," he said.

"Taking on this work every day takes a lot of yourself. Bearing the burden of a person's trauma and responding with empathy and hope for the future, while balancing the needs of children in the care system, takes more than learned professional skills – it requires true heart."



## Centacare recognised in Child Protection Awards

Centacare staff were applauded in the inaugural SA Child Protection Awards, announced in September.

Aboriginal Cultural Consultant Les Wanganeen was named metropolitan Kinship Carer of the Year for his role as sole carer of his cultural grandson.

Eric Cruz took out the Media Award for the Circle of Care campaign, which he developed in his role as Foster Care Assessment and Recruitment Officer.

The duo was among a raft of Centacare faces nominated for recognition in the Awards which attracted more than 200 entries across 12 categories.

Les had been planning on retirement when he became a kinship carer five years ago, driven by a determination to keep his then-newborn cultural grandson connected to family, Country, culture and community.

"Cultural connection is about linking children into the bigger picture and establishing their place in the kinship structure," he said.

In raising his cultural grandson, Les has drawn on a lengthy career in child protection and has been able to uphold the ATSI Child Placement Principle.

The Principle recognises and protects the rights of Aboriginal and Torres Strait Islander children and families and increases their level of self-determination.

Eric was applauded for the successful Circle of Care initiative, developed to raise awareness and understanding of the diverse types of foster care, and the reasons children come into care.

Eric partnered with Quisk illustrator Denham Haynes to create the campaign which puts children at the heart of a circle of care and highlights the role of foster families in giving them safe and loving homes.

Delivered by the Department for Child Protection in partnership with the National Association for Prevention of Child Abuse and Neglect (NAPCAN), the annual Awards celebrate the achievements of individuals, organisations, family-based carers and volunteers who provide vital support to vulnerable children and young people.





Picture: Matt Sampson

## Empowering young minds

Four-time AFL premiership player Shaun Burgoyne and twice All-Australian AFLW foundation player Gemma Houghton lent a hand with the Power to End Violence Against Women (PTEVAW) and Empowered programs this year.

Houghton (pictured) said it was a privilege to play a role with teammates Liz McGrath and Tess Doumanis in opening young minds through the primary prevention initiatives, which engage secondary school students around gender equity and respectful relationships.

Nationally recognised, PTEVAW uses the power of sport as a hook to start conversations with Year 10 male students about domestic violence and challenge gender-based norms that can lead to abuse.

Empowered engages female students to broaden their understanding of women's rights and how to identify red flags in relationships, with a focus on nurturing a positive sense of self and identity. The programs are a joint partnership between Power Community Limited, Centacare and the Department for Education.

Over the past 12 months, PTEVAW and Empowered together engaged 3059 students including 127 students across two leadership events which brought together both cohorts for the first time.

Port Adelaide captain Tom Jonas, Brownlow Medallist Ollie Wines and former skipper Travis Boak were among the AFL players involved in school visits and virtual presentations.

In November, PTEVAW lost one of its greatest advocates, Russell Ebert.

Ebert helped launch the program in 2016, and was last year awarded the 2021 South Australian Local Hero Award in recognition of his work as an advocate for respectful relationships.

For many years, the Ebert family presented a united front to challenge ideals of masculinity and gender-based attitudes.

Ebert often spoke of their strong values and beliefs around how to treat others, reminding students of their own important role as future leaders, and how they could chip away at gender norms that can lead to unhealthy decision-making.

*"The enormity of Russell's contribution cannot be underestimated," Director Pauline Connelly said.*

"He became one of our greatest advocates and role models, and I will be forever grateful for the experience of working with him."

139  
schools visited and  
9,705  
students engaged

3,059  
participants this year  
including  
1,534  
female students

125  
students participated  
in two leadership days

We are committed to ending violence against women and we encourage you to join us  
<https://bit.ly/3d79Tvk>







# Working together for better outcomes

Centacare joined non-government partners on three of the state's five new Alliances this year to support the complex and evolving needs of clients experiencing or at risk of homelessness and domestic violence in South Australia.

The Alliances commenced operations on July 1 with a focus on prevention and better outcomes for the most vulnerable.

Previously, the State Government funded about 75 separate homelessness and domestic violence programs which were delivered by more than 30 organisations across the state.

The shift to the Alliance delivery model saw Centacare partner with the South Australian Housing Authority and non-government service providers on the State-wide Domestic and Family Violence (DFV) Alliance, the Adelaide North West Homelessness Alliance and the Country North Homelessness Alliance.

Over the past year, significant reforms, innovations and efficiencies were achieved, despite the continued rise in violence against women and the escalating housing crisis.

In partnership with community housing provider Housing Choices Australia and Aboriginal Sobriety Group, Centacare successfully tendered for the new Next Steps pilot. Funded by the Department for Child Protection, the \$2.7 million initiative provides young people aged 17 to 21 years on long-term guardianship orders with support to transition from care to independent living (see separate story).

The Young Family Support Program, based at Louise Place, Malvern Place, Coolock House and Findon Family Housing, underwent a significant restructure. This not only strengthened the therapeutic and trauma informed service model but increased our capacity to streamline intake and maximise resources across sites to meet client needs which continue to grow in complexity.

The Southern Country Domestic Violence Service worked with women and children across a 60,000 km<sup>2</sup> footprint, stretching from the Murraylands to Whyalla. The communities are diverse with unique factors which affect women's ability to identify as being at risk and to disclose, report and seek help.

The Safe at Home program was among innovations used to combat barriers faced by those furthest from help but at greatest risk. The program supports clients through risk assessments, safety planning and home security audits and enables women and children to stay safely in their communities, surrounded by familiar support networks.

As an active member of the County North and Adelaide North West Homelessness Alliances, we joined our sector partners in tackling rising homelessness, with a focus on young people at risk. The competitive housing market brought new challenges to our services as skyrocketing rents, a tight rental market and the rising cost of living drove new faces into crisis. As a result, we saw a rise in the number of people with no previous connection to the sector seeking homelessness support.

In response, our teams worked creatively to increase connections with real estate agents, the residential tenancy tribunal, and other community organisations to try and limit clients' experience of homelessness and prevent families cycling in and out of crisis.

We are grateful for the continued support of the Catholic Charities Appeal which enabled us to landscape the garden at Carlow Place and prepare much-needed household packs for women and children fleeing domestic and family violence.

Through a Housing Partnership Grant with the Wyatt Trust, we purchased household furniture and other necessities for clients to improve their quality of life as they transition to independence and long-term housing.

To the teams who work across vast regions and show such kindness, compassion, advocacy, and the ability to tackle big issues with courage - thank you. Your dedication is extraordinary.



**Megan Welsh**  
Executive Manager



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# 2052

clients supported  
including

**1213** females

**511** children/  
young people

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# 782

clients fleeing  
domestic violence  
received specialist  
support in regional  
South Australia

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# 482

young people engaged  
with the Outer North  
Youth Homelessness  
Service

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# 271

mothers supported  
through the Young  
Family Support  
Program

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## Taking the next steps to independence

**Preventing young people falling into homelessness after they exit out-of-home care is the focus of new pilot program, Next Steps.**

Centacare partnered with community housing provider Housing Choices Australia and Aboriginal Sobriety Group on the \$2.7 million initiative, which is funded by the Department for Child Protection.

Launched in January, the program provides young adults aged between 17 to 21 years on long-term guardianship orders with a direct pathway into low cost accommodation across metropolitan Adelaide.

A multidisciplinary trauma-informed care team supports participants to maintain tenancy and address complex challenges in their lives as they transition to independence.

Research shows young people leaving out-of-home care are at increased risk of homelessness, substance misuse and contact with the criminal justice system, and are more likely to have poorer health, education and employment outcomes.

Understanding participants' child protection history and the ongoing impact of underlying trauma is a key focus of Next Steps.

The model is underpinned by a therapeutic framework designed and implemented by child and adolescent psychiatrist and specialist therapist, Dr Jackie Amos.

Participants receive 1:1 therapeutic support to strengthen identity, agency and build life skills.

"Young people leaving residential care face many barriers as they transition into adulthood without family support," said Megan Welsh, Executive Manager – Domestic Violence and Youth Homelessness Services.

"They may have high and complex needs that impact their capacity to live independently and impede their ability to enter and sustain their own tenancy."

"We don't want to see them cycling in and out of homelessness – we want to see them settled in community and engaged in employment or education with a strong sense of place and belonging."



## Regions step up to tackle domestic violence

**Regional communities have outlined how they hope to tackle domestic and family violence as they commit to a safer future for women and children.**

Key prevention priorities are highlighted in whole-of-community action plans drawn up for the Whyalla, Murraylands, Limestone Coast and Riverland as part of a regional response project run by Centacare.

This project is funded by the Department of Human Services and is being evaluated with ongoing input by the Centre for Social Impact, Flinders University.

Launched in late 2021, the project aims to support each community to put in place practical, evidence-based measures to tackle the root causes of violence against women and girls.

Collaborative actions include inviting men to step up as role models and challenge gender norms and values that enable abusive behaviours, and identifying employment pathways towards financial independence for rural women.

The action plans are being co-designed through community forums, consultation with key stakeholders, and a range of other assertive engagement strategies led by Centacare.

A survey deployed across the four regions confirmed that tackling domestic and family violence is a regional priority, and that communities favour an integrated approach to address gender inequality and attitudes and norms which can drive abusive behaviours.

Project Manager Megan Hughes said a key part of the project was assessing the effectiveness of current community initiatives that challenge the root causes of violence against women.

"There is a lot of good work underway in regional South Australia. We want to harness that through the action plans to give each community a clear prevention pathway for the future built around a shared vision and agenda," she said.

"This is about creating the conditions where violence and abuse is not tolerated or normalised in community."

Research shows rates of domestic and family violence are higher in regional, rural, and remote areas where unique factors exacerbate risk and the ability and willingness to seek help.



# Two decades as face of hope

Tracy Ingram found her passion in the late 1990s.

She was a solo mum, raising two teenage children and facing challenges of her own, when she put up her hand to volunteer for Youth Services of the Barossa.

With a steely resolve to give young people doing it tough a voice and hope for the future, Tracy quickly became their biggest advocate.

Two years later, fuelled by the same determination, Tracy joined Centacare and ventured onto the frontlines of youth homelessness across the north.

The case management role brought new challenges, least of which was comprehending the back-stories clients told as they reached out for support.

Twenty-one years later, their stories are more familiar but no less difficult to fathom.

"When you see clients come in one after another because their parents don't want them anymore, that gets me," said Tracy, pictured with John Rademaker, Manager, Whyalla Youth Services.

"If a family is living in stress and that stress reaches boiling point, parents will often say 'right, off you go' but they don't understand the system.

"They think if they kick them out, that young person will get a house, but that's not always the case. It could be years before they transition into a stable, long-term option."

Tracy marked two decades at Centacare in July. For the past 16 of those years, she has led the Outer North Youth Homelessness Service (ONYHS), now part of the Adelaide North West Homelessness Alliance.

ONYHS provides case management, early intervention, outreach, post-crisis and wait-list support to young people aged 15 to 25 years who are homeless, or at risk of homelessness, across the Playford, Gawler and Barossa council regions.

In the past decade alone, the service has supported more than 4000 clients.

Tracy estimates she's worked directly with at least 1000 of those faces, sometimes more than once, as they cycle in and out of homelessness on the back of unresolved crisis, limited exit options, soaring rent, and a lack of affordable housing.

Some will have experienced the full gamut of trauma including sexual abuse, neglect and domestic violence before they hit double figures.

Little and a lot has changed since Tracy started out. The key drivers of homelessness remain, but the sector's responses to clients facing increasing complexities are different.

"We could probably house five people every day of the week now if we had properties but there's minimal options for maximum demand," she said.

Tracy said the biggest lesson she had learned over time was that homelessness can happen to anyone.

"Society's view of homelessness is not what it is. Homelessness is not just the rough sleeper with a blanket. It's the young person who's going to school and trying to get an education who couch surfs at night or goes from shed to shed.

"If your marriage breaks down and you haven't got a full-time job, savings or super and you can't find a rental, you could be next. Anyone can find themselves in a pickle."

Tracy said working in the sector had been her greatest education in life.

"When you see someone walk through the door at Centacare who has nothing, yet they are still happy and talking about the future with goals and dreams, that's really humbling," she said.

"That's what brings me back each day."





# Building independence

Health, Wellbeing and Education provides mental health, drug and alcohol, carer support and psychoeducation services, with the aim of increasing clients' independence, resilience, and advocacy skills.

The unit was pleased to secure ongoing funding totalling \$10 million across 11 programs this year. We continued to strengthen our focus on client wellbeing, whether they be adults, young people, students and their families in an early intervention service, carers, or individuals seeking residential rehabilitation and counselling support for addiction.

In early 2022, our ASCEND Youth Life Promotion Service began discussions with the Women's and Children's Hospital with a view to providing post-clinical mental health and outreach support to young people after they are discharged from emergency.

Where a young person requires ongoing support, the hospital's Acute Crisis Assessment Response (ACAR) team, in collaboration with the Child and Adolescent Mental Health Service, will refer to ASCEND. The service works predominantly with young people aged 10 to 18 years who are at risk of self-harm and suicide.

This is a new initiative for the clinical sector, and we are pleased to have been approached to work alongside ACAR and CAMHS to strengthen ongoing recovery-focused support for young people identified as experiencing acute psychological difficulties. We hope to begin taking referrals early in the new financial year.

Through headspace Port Adelaide, the unit supported 775 young people on 2818 occasions of service this year, including 208 clients who identify as LGBTQIA+. Depression, anxiety and complex trauma were common presenting factors.

The Integrated Youth Substance Misuse Specialist Service at Alban Place continued to provide a safe space for young people to re-evaluate their substance use and make positive changes for a healthier future.

We were buoyed by feedback from clients, including a detailed testimonial from one young man who documented his time at the residential rehabilitation program based at Stepney (see separate story).

Alcohol, methamphetamine and prescription medication misuse were among the primary reasons clients sought support from Centacare Drug and Alcohol Counselling (CDAC). Clients engage with the service to lessen the negative impacts of their substance use on their lives, and those around them, and to connect to other supports. Often their experiences are underpinned by homelessness, domestic violence, mental health, and contact with the child protection and criminal justice systems.

An exciting addition to Health, Wellbeing and Education this year were the Kindred Spirits and Community Connections programs which aim to increase carers' independence and participation in community.

Demand continued for the Animal Wellbeing Program, with bookings secured well into the future. The program takes creatures great and small to schools to engage young people with a history of early childhood trauma and other complex challenges who are at risk of disengaging with education.



**Kim Formosa**  
Executive Manager







## Client Voice

### *Seeds of hope*

**After a six-year struggle with depression, anxiety, obsessive compulsive disorder and addiction, Jeremy\* turned to Centacare's Integrated Youth Substance Misuse Specialist Service at Alban Place, Stepney, for help. This is his story.**

When I referred myself to Alban Place, I was overwhelmed by my failure to overcome these barriers. I was utterly desperate. I was suicidal and didn't know how many more days I could get through.

My counsellor gave me hope. He got me through, offering me an outlet and a supportive place to begin to address my core issue - addiction.

When I first arrived at Alban Place, I was impressed by the facilities, but I still had a great deal of dread. I told myself 'I don't belong here' and 'I don't deserve this.'

It didn't take long for me to be able to feel relief because of the supportive staff and environment provided at Alban Place. The program gave me a little more confidence in being able to live a sober and healthy life. I always knew that this supportive environment was temporary, however I accrued knowledge, techniques, and tools, as well as simple ways to put a smile on my face.

I had opportunities to tailor the program to my needs, and in return, I was willing to engage in the mandatory expectations of the program like Narcotics Anonymous.

Leaving Alban Place evoked a significant emotional response. I knew I would have feelings of grief, but I still felt threatened by the outside world. I was proud but sad.

To summarise the growth I undertook during my stay at Alban Place, I now identified my values and understood the importance of boundaries and self-care to maintain recovery.

When exiting Alban Place, I had a plan, structure, and ongoing supports. I was well prepared, my mentality was strong, but life isn't all sunshine and roses. I lapsed but another important thing I learnt from a youth worker is that constantly picking myself back up is crucial – just for today.

It is far from easy, living life, meeting responsibilities and my own expectations, but succeeding with nine clean weeks at Alban Place constantly reinforces my confidence to continue to do what I know helps me. I still struggle, but I am now consistently willing to do what works. That's the seed Alban Place planted in my mind.

\* Not his real name.  
Centacare's IYSMSS is funded by SA Health and provides an integrated model of care for young people aged 12 to 24 years with substance misuse issues.

# 1534

people supported  
by headspace  
Port Adelaide

# 312

clients engaged with  
the Animal Wellbeing  
Program

# 15,272

hours of support  
provided by Individual  
Psychosocial Recovery  
Support Services

# 669

people received AOD  
counselling





## Meet Milijana: gamechanger and social worker

**A desire to live and work by her values drew Milijana Stojadinovic to a career in social work.**

Manager of headspace Port Adelaide, Milijana participated in a film project with Flinders University this year to share her passion for her profession.

In the digital 'Find your Fearless' campaign, Milijana speaks about what drew her to social work, and the satisfaction of standing up to social injustice.

"There will always be things that social workers can do to be movers and shakers," the Flinders University graduate says.

"They have a tangible impact in people's lives.

"I see it every day with my staff and my colleagues, listening to some really difficult stories, but walking with the clients along that difficult journey and changing that into something better.

"It is a profession that is forever changing or adapting to fit the mold of society.

"The rewarding part of being a social worker is that you are actively involved in changing small parts of the world on a daily basis, whether that's within a person, or within the community, or on a larger local or global scale."

Milijana commenced in her role at headspace Port Adelaide in early 2022. The service provides early intervention mental health supports to clients aged 12 to 25 years and their families.

"I have worked in quite a few places, but there's always been a drive to work with young people and I've always been really interested in headspace," she says.

"My job is to support all the staff as well as oversee the running of headspace Port Adelaide.

"I look at the work that my colleagues are doing and I'm definitely proud to be a part of that."



Meet Milijana Stojadinovic  
[flinders.edu.au/socialwork](https://flinders.edu.au/socialwork)





# From refugee to role model

**Adelaide is a long way from Kakuma Refugee Camp in rural Kenya. The enormity of the journey Gabriel Arou took to find freedom is not lost on the Centacare disability support worker who shared his story in Refugee Week (16-22 June).**

Gabriel Arou was 11 when civil strife in South Sudan turned his life upside down.

"Every day we would look after animals, go bushwalking, fishing, but then, because of war, everything changed," Gabriel says of growing up in the city of Bor, the capital of Jonglei State.

"People were being killed, attacked by gunmen. South Sudan was fighting for freedom."

With the once peaceful agricultural hub now an epicentre of conflict, Gabriel fled with his mother and sister across the River Nile.

The trio spent the next six years in camps for displaced people, sheltering from the escalating political violence that would ultimately destroy millions of homes and livelihoods.

"Each time a town was attacked, we would have to flee," Gabriel says.

When the family became separated, Gabriel settled at Kakuma Refugee Camp, established in Kenya in 1991 to provide basic shelter for registered refugees and asylum seekers, primarily from South Sudan and Ethiopia.

Food shortages, malnutrition and illnesses were high in Kakuma where water and food were strictly rationed. Amidst the hardship in his overcrowded surrounds, Gabriel says he found hope in the kindness of strangers.

"I was supported by people I didn't know through the UN agency, UNHCR. They were donating food, medicine, and sending it to the camp out of goodwill," he says.

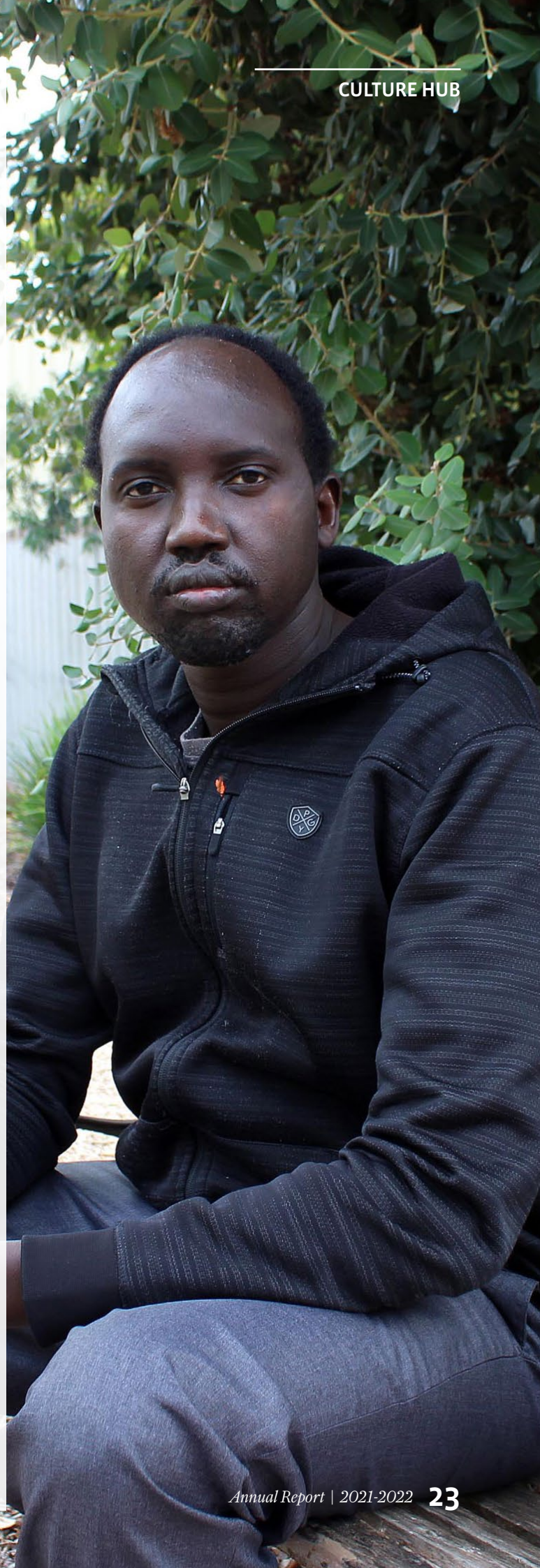
The donors' compassion remained a driving force for Gabriel after he arrived in South Australia, with his sister, on humanitarian grounds in 2003.

"I was inspired by the help I had along the way," he says. "I said to myself, if other people can help, then I can too."

Driven to give back to community as strangers had for him, Gabriel joined Centacare as a disability support worker in 2018. At Xavier House, a supported accommodation site in Elizabeth East, Gabriel assists two men with intellectual disabilities to hone their independent living skills and build social and community connections.

"I know my help means a lot to the clients," he says.

"I am making a difference in their lives and that is very important to me because of the help I received from people who expected nothing in return."







# Adapting to changing needs

A focus on connected, sustainable and people-focussed service provision accelerated innovation within Relationship Support Services this year.

A key feature of Relationship Support Services (RSS) is the adaptability of our service models to incorporate technology and regularly question and review processes to find new ways to achieve better outcomes for clients and staff.

Supporting Children and Youth embedded 95 per cent of program materials into a mobile electronic case management system to strengthen capacity to work remotely across the Murraylands and reduce paper waste.

Our Communities for Children programs - Fathers and Families, and Mobile Family Connections - accessed recycled materials for activities.

With the support of dedicated volunteers, Wandana Community Centre propagated plants and shared the garden's produce with the local community.

In partnership with The Food Centre at Gepps Cross, the Centre set up a pop-up supermarket with groceries and pantry staples sold at low cost to assist households doing it tough.

We continued to deliver playgroups, and parenting and relationship education programs, and kept our mobile toy library on the road in the South-East.

Through online parenting seminars, the Family Dispute Resolution service supported more than 800 families navigating separation across metropolitan Adelaide, Murray Bridge and Mount Gambier.

New courses such as Shark Cage and drumming groups were delivered by an art therapist and family relationship counsellors in the south and north.

As a member of the Onkaparinga Collaborative Approach, we successfully co-facilitated the Women are Strong groups for women at risk of, or who have fled, domestic and family violence.

We collaborated with national infant and child mental health body Emerging Minds on a range of practitioner online training resources. These aim to equip parents, professionals and organisations with the skills to proactively promote child wellbeing and reduce the long-term impact of poor mental health.

In addition to our state and federal funding bodies, I would like to acknowledge the support of Share the Dignity, Variety – the Children's Charity, SA Health, Morialta Trust Inc, Inger Rice Foundation, and Hope Church for resources and funding for special projects and other activities.

Sincere thanks to the RSS leadership team, staff, volunteers, and students who worked tirelessly during the year.



**Lisa Osborne**  
*Executive Manager*





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# 734

people undertook  
Family Dispute  
Resolution

---

# 7035

clients supported

---

# 1237

attendances at Wandana  
Community Centre

---

# 1380

clients accessed Family  
Relationship Counselling

---

School counsellors  
supported

# 739

Students



## Parenting support for mothers in prison

A Centacare parenting program is helping incarcerated mothers build attachment with their children while they live apart.

Over the past two years, the eight-session Circle of Security program has engaged 50 parents at Adelaide Women's Prison, Northfield.

The aim is to support mothers with new babies to strengthen their familial bond while they are separated due to incarceration.

Research shows separation from caregivers in early childhood can result in emotional, physical and psychological effects on both adult and child.

"Many of the mothers have complex histories involving child abuse, sexual abuse, neglect, domestic violence and substance misuse," Parenting Educator Kay Buckley said.

"All of these issues, combined with a lack of nurturing and positive role models in their own childhood, make parenting more challenging.

"Circle of Security can support the women to create a strong foundation for future close relationships with their children after prison."

Centacare previously worked with Yatala Labour Prison where staff delivered parenting and relationship-building education to men in the High Dependence Unit and sessions on mediation and separation to men in the prison's general population.

With Manager Clare Klapdor, Kay spoke about Centacare's work in prisons at the 2022 FRSA National Conference, held in Adelaide in May.

The 'Motherhood and Punishment' abstract explored the challenges incarcerated mothers face in maintaining attachment with their children, and considerations for organisations when delivering programs in high-security settings.

"We were proud to highlight how engagement with Centacare has helped the women identify and celebrate their strength and resilience as mothers," Kay said.

"For many of them, it was the first time they felt heard and supported."

Parenting is not easy. We are here to support you with education and skills training:  
<https://centacare.org.au/courses/>





# What does the future look like?

Opportunity and hope when aligned with our values and capabilities creates the space for us to innovate.

As the forward-looking and education arm of Centacare, Strategy, Research and Evaluation works across the organisation to bring this innovation to life. Part of what we do is to refine, translate, and amplify the voices of our staff and clients into real world gains.

This year we achieved continued success with tender submissions, the development of new programs and enhanced service delivery. The Next Steps program (see page 18) is one such story – a unique model where a multidisciplinary team, in partnership with Housing Choices Australia and Aboriginal Sobriety Group, support young people exiting care.

We worked across the homelessness and domestic and family violence alliances, contributing to governance, evaluation, and service redesign. In the domestic violence space, we launched a pilot in four regional communities to encourage community-based primary prevention responses (see page 18).

Our Registered Training Organisation (RTO) is undergoing a remarkable transition. The team has grown in confidence and their work is a celebration of the importance of lived experience. The Certificate IV in Mental Health Peer Work commenced its fourth cohort, while simultaneously delivering a third in Port Lincoln. Working in collaboration with the Mental Health Coalition of South Australia (MHCSA), in terms of completions, our Certificate is one of the most successful in the country.

Part of our education change journey has been the upscaling of our online learning capabilities. With our enhanced

blended learning capabilities, this will be an exciting space to watch into the future. This includes working closely with our Children's Services Unit to develop the online delivery of a therapeutic framework – a project that is now well progressed.

Working with our University of South Australia and Flinders University partners, we delivered research and evaluation reports on Centacare Foster Care, Carlow Place and Breathing Space programs.

The Breathing Space report is a case in point of the importance of driving research and innovation (see page 13).

Our research with the Centre for Social Impact, Flinders University, is ongoing with evaluations of our primary prevention program and the RTO's peer work qualification. To ensure that we innovate and align with the need of industry and learners, the steering group for the peer work evaluation includes a Mental Health Commissioner, MHCSA, Office of the Chief Psychiatrist and Skills SA.

We also work closely with Flinders University to place social work students across Centacare. Students are the future of what we do. They are the people who will be doing and designing our work in the years ahead. Ensuring that we provide them with a safe and supportive learning environment is investing in our future.

And for next year? A new unit name, a refocused and exciting educational focus, and a drive for researched-based evidence to act as our guide as we look toward the horizon.



**Dr Jonathon Louth**  
Executive Manager

**40%**

of our university placements have found employment with Centacare

**27**

regional visits made as part of the Primary Prevention Project

**62**

enrolments in the Certificate IV Mental Health Peer Work

Attainment for the qualification is tracking at higher than 80%

More than

**2000**

slides have been transitioned to our online learning environment





## Student Voice

### *Leading with lived experience*

**Catherine Petracco found purpose and a new perspective on life when she undertook a Certificate IV in Mental Health Peer Work through Centacare RTO. This is her story.**

At 56, I have finally found out what I want to do when I grow up.

I know this after being taught how to use my lived experience and see it as an asset, not as a defect of character which is how it felt before.

The Certificate IV in Mental Health Peer Work is by far the best course I've ever done.

I have done university and leadership courses, but I always had to hide who I was in my jobs and studies because of my lived experience of alcohol and drug dependence and mental health distress.

I'm eight years in recovery from AOD misuse and my life has improved greatly.

Before I came into the course, I had lost my way. I was doing a lot of volunteer work, studies and service for other people in recovery, but I hadn't worked in a permanent position in 10 years and that was really eroding my self-esteem.

After completing the Orientation to Mental Health Peer Work Program with the Mental Health Coalition, I knew the Certificate IV in Mental Health Peer Work was what I had been looking for.

When I started at Centacare RTO, I met Team Leader Lana Dulic, and straight away I thought 'this is fantastic!' As a student, I felt so supported. I could ring up anytime, send an email, and Lana would always get back to me quickly.

Having Lana, a social worker, and other teachers within the RTO sharing with us what they had learnt from their lived experience and how we can pass that onto other people, was empowering.

I was triggered a couple of times over things in my past and Lana noticed straight away, and we would work through it, together. Previously, I've left courses because of that - past traumas where I felt like I couldn't stay in the classroom because I felt unsupported, like I was the problem. In this course, we all have a history and a recovery and I felt very much 'part of' rather than 'other'.

Throughout it, my confidence really started to build, and I began to see my lived experience as an asset and something to value.

I did a placement at the Urgent Mental Health Care Centre for six weeks and I absolutely loved it. When they told me I had a permanent job there, I screamed, I was absolutely delighted.

In my role, I feel like I can give back what I've been given, especially when someone comes in with a drug and alcohol history. Everything I learned in the course I am using every single day.

I didn't realise how much I needed permanent work for my whole wellbeing until this course got me there.





## Danica's quest for truth

Danica Davidson has embarked on an all-consuming quest to find her ancestry and, in turn, herself.

For years she has struggled to gain a sense of identity and place due to limited information about her family's roots in Broome, Western Australia.

Part of the Stolen Generation, Danica's father was separated from his five siblings when authorities arrived one day to take them away.

"He was only days old when his brothers and sisters got removed," Danica said. "Dad was small enough to be hidden in a box and he was put in the back of a car with an Auntie who travelled out of Broome."

Left behind was Danica's grandfather who she said was forced to sign a statutory declaration to deny his Aboriginality in order to move to Ceduna, where he believed his children had been taken. He never saw them again and died in 2001.

Danica desperately wants to know more about her grandfather and his mob but unearthing clues is a slow and painful process.

"That would be a massive piece of the puzzle," she said "but I have asked my family questions and no one has any information."

"Certain parts of my life have been put on hold as I don't feel like I can move forward until I know the where, when, what, who, and why."

It was not until Danica began working alongside Aboriginal Elders six years ago that her quest to know more became all-consuming. She said her role as Aboriginal Community Development Officer at Centacare had given her the confidence to embrace the heritage she was taught to reject as a child.

"The Elders I met and a few of the workers drove me to find out more about my ancestors, beliefs, religion and culture," she said.

Part of Danica's role is to coordinate Kindred Spirits, a program supporting Nunga families to develop safe and nurturing homes.

"I believe that each and every day I spend helping someone in the community is also helping me piece my life story together," she said.

"Sometimes when I'm out in the community, when I announce my grandfather's name, a few Elders are aware of him. I still feel I don't know who I am. I know I am a proud Aboriginal woman but from where and from whom I don't know. I haven't declared my Aboriginality because I want more information."

Danica said her quest is as much for her own children and "grandies" as it is for herself.

"I want my grandchildren to know who they are and their background by the time they're adults, and that their nanna researched it for them," she said.

"To be able to sit my kids down and say 'this is my journey' and teach them would be everything."

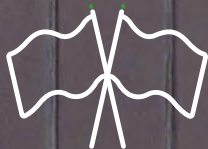
\*February 13, 2022, marked the 14th anniversary of the Apology to the Stolen Generations.



## Our year in numbers

# 21,305

clients were supported  
across 67 services at  
31 locations



# 4541

children received  
a service

# 2408

Centacare clients  
are culturally and  
linguistically diverse –  
more than double the  
previous year

# 1452

clients identify as  
Aboriginal and/or  
Torres Strait Islander

# 119

non-binary and/or  
gender diverse clients  
were supported across  
16 services



# 3050

clients received a  
brief intervention

We received

# \$29.2M

from grant funding and

# \$17.6M

from fee-for-service  
programs

# \$50.1M

annual revenue

# 510

Centacare staff





# Paving the way forward

This year Human Resources worked across the organisation on several core projects aimed at propelling Centacare into the future.

The year commenced with the eagerly awaited appointment of a second HR Business Partner, Delmy Ramirez, who brought a wealth of knowledge and experience.

In late October, Centacare was faced with the Government of South Australia's COVID-19 vaccination directions which affected our entire workforce. The HR team provided support to navigate this new space, comply with the directions, and safeguard the health of workers and clients.

In addition to the government directions, the HR team led a Work, Health and Safety (WHS) consultation with workers and stakeholders to gain feedback on whether to introduce a COVID-19 vaccination policy at Centacare. Following consideration of the consultation feedback, health advice, and our WHS obligations, the decision was made to introduce a COVID-19 Vaccination Policy and Procedure.

In January, as part of the four yearly review of modern awards, the Fair Work Commission posted the final determination of changes to the Social, Community, Home Care and Disability Services Award (SCHCADS) 2010. This was significant for Centacare as the majority of our workforce is employed under the Award. The HR team worked with each unit to ensure correct interpretation and implementation of the new and amended Award provisions which come into effect on 1 July 2022.

We partnered with the service delivery units, finance, and software solutions teams to assist with the implementation of Tanda, a rostering and attendance software.

Our role was to ensure that the correct Award interpretation was built into Tanda in accordance with how each team works, particularly in light of the Award update. The introduction of Tanda modernised a manual process into an automated, paperless one, and has saved days of manual processing each fortnight which can be returned to service delivery.

Transformation was also topical in the Domestic Violence, Homelessness and Youth Services Unit (DVHYS) Unit and the Corporate Services Unit. In DVHYS, the HR team assisted with the review and restructure of the Young Family Support Program.

In Corporate Services, we worked with Deputy Director Leanne Haddad to review the structure of Corporate Services with the purpose of filling service gaps, aligning roles and functions in a more purposeful way, and enhancing internal customer service provision across the organisation.

Given that Centacare has experienced significant changes over the past 12 months and beyond due to COVID-19 and other business changes, we were pleased to strengthen our relationship with the unions. Our approach continues to ensure workers are aware of, and empowered to, access support and advocacy inside and outside of the organisation.

In a bittersweet end to the year, we bid farewell to Damien Hern, Executive Manager of Finance and Administration. We are grateful for Damien's support and collegiality, and wish him every success in the future.







## Our People

### *Jon Goodwin awarded ASU honour*

Centacare AOD Youth Worker Jon Goodwin is the Australian Services Union (ASU) 2021 Delegate of the Year.

Jon joined the ASU in 2000 and has been a workplace rep for nearly a decade, advocating for his peers at Centacare and AnglicareSA during this time.

He received the award at the ASU Annual Members Conference, held at the Adelaide Zoo.

"I know we have a lot of really good workplace reps out in the field, providing support to workers and being their voice to raise concerns both individually and collectively, so I do feel privileged to be presented with this award," he said.

The ASU represents the industrial interests of about 135,000 members nationally in a variety of industries and occupations.

Workplace representatives form a vital link between members, their union, and the union's staff. As well as providing information and support, they advocate for wages, conditions, and safety.

"Everyone has the right to feel safe, supported and valued in the work they do," said Jon, noting the collective work of members in bringing about positive outcomes.

"Certainly, advocating for workers' rights, along with bringing about some changes in workplace practices, would be some of my greatest achievements to date."



# Adapting to change

Catholic Safety Health & Welfare South Australia (CSHWSA) is responsible for the implementation and maintenance of the Safety Management System and the self-insured registration for the Catholic Church Endowment Society (CCES). The CSHWSA team looks after 234 entities within CCES.

The continuing health pandemic, and the lifting of the Major Emergency Declaration in May, changed the working landscape for CCES this year. While some sectors remain under emergency management declarations and directions, others do not.

We assisted with policy development around vaccinations, through risk assessment and consultation with workers, and continued to adapt to the ever-changing legal, economic, safety, and environmental challenges that COVID presents. Work included:

- Assessing workers' fitness to return to the workplace after COVID leave
- Plant and equipment management
- Scoping existing and emerging hazards
- Adhering to WHS consultation requirements
- Ensuring emergency management systems and processes are compliant and effective
- Reviewing and maintaining our WHS Management System in line with COVID developments

Our five-year plan to nurture workplace mental health continued as part of our push to see people thrive in the workplace. We completed an initial baseline survey, introduced a psychological rehabilitation service provider, and offered mental health awareness training.

We hope to build on this work next year and introduce mental health first aid and reliance training.



**Debbie Nation**  
Executive Manager

*The Catholic Church employs more than 12,500 people in South Australia across education, health, social services and parish worksites.*

*Many more volunteers give their time and expertise in support of the Church.*

*On behalf of these worksites, the Catholic Church Endowment Society Inc (CCES) holds a Self-Insurer Registration with ReturnToWorkSA. Currently, we are in year two of a three-year renewal term.*

**53%**

decrease in incidents  
from 2127 to 1008

**13%**

Incident to claims  
conversion rate

**34**

procedural compliance  
audits completed

**41**

ergonomic  
assessments

**518**

site visits

**120**

training courses  
delivered



Visit CSHW SA online:  
[www.cshwsa.org.au](http://www.cshwsa.org.au)



# Planning ahead for excellence

Quality, Integrity & Support strives to support service delivery across Centacare. We develop robust and meaningful policies and procedures, monitor legislation, and work to maintain various external accreditations and licenses.

In what was a challenging year, Quality, Integrity & Support undertook significant work updating policies across the organisation.

Those with a child protection focus were a priority, and a number of policies were updated to ensure Centacare retained compliance with the Department of Human Services as a child safe organisation.

In collaboration with the Human Resources (HR) team, several HR resources were updated to ensure documents retained meaning and currency in this ever-changing environment.

The COVID-19 Vaccination Policy required a significant amount of work. Due to ongoing sensitivity around this topic, the policy was backed by a strong commitment from the Director, Deputy Director and Human Resources.

Thorough consultation was undertaken with all staff and key stakeholders including the Australian Services Union and Catholic Safety Health and Welfare (CSHWSA). Consultation was key to developing a fair and robust policy with the goal being to keep our workforce and our clients as safe as possible.

Foster Care and Children's License renewals are an annual requirement, and there is always work to do to support the program managers to ensure these are retained. This year, that included making sure the relevant policies and procedures required as evidence were current and ready for submission.

Unfortunately, in mid-2021 we saw the departure of our recently appointed WHS Coordinator. In the future this position will be located with HR.

Assisted by an external consultant, and with program and Executive Manager, we commenced an update of our business continuity planning with a focus on tailoring our approach to meet the specific needs of Centacare's diverse services.

Centacare received confirmation in August 2021 that it had successfully retained accreditation against the QIC Health and Community Services Standards and the National Standards for Mental Health Services until 30th June 2024.

In preparation for the NDIS Registration renewal audit in August 2022, we have been working closely with the Care and Support Services Unit to ensure we have evidence gathered and are well prepared for the auditors.

The team look forward to continuing to provide support across our services, and to working collaboratively, as we progress our quality improvement journey.



**Susan Thomson**  
Executive Manager

**107**  
documents and  
**309,658**

words reviewed,  
resulting in

**62**  
implementations

QIS collaborated  
with staff in

**70+**  
forum meetings

Delivered

**22**  
Rapid Incident  
Reporting training  
sessions





# New path to growth and innovation

Centacare operates 67 services delivery programs, has annual revenue of \$50.1m and employs 510 staff. In 2021-22, Centacare received \$29.2m from grant funding and \$17.6m from fee-for-service programs. Employee benefits expenses represent \$40m or 80% of total expenses.

This year, Centacare launched eight new service delivery programs, totalling \$1.9m per annum.

Centacare, as a member of three SA Homelessness Alliances, in partnership with South Australia Housing Authority and other services providers, delivered services as part of the:

- Country North Homelessness Alliance
- State-wide Domestic and Family Violence Alliance
- Adelaide North West Homelessness Alliance

The approximate total value of these Alliances over six years is \$127m and Centacare will receive about \$26m.

Centacare is a registered NDIS provider and Plan Management services continued steady growth in supporting participants with disabilities. The Plan Management team manages:

- Up to 300 NDIS clients
- Up to \$30m NDIS funding for clients
- Up to 25,000 invoices, paid on behalf of clients

Centacare operates a fleet management unit which oversees productive and reliable transport services, driver training and compliance, and manages up to 520 motor vehicles. As of June 2022, Centacare's fleet represents 34% of total number of motor vehicles and remaining 66% relates to third party and related entities.

The Software Solutions team this year continued to upgrade our suite of technology, including development and improvement of client record management software products, along with MS Power BI and Tableau dashboard reporting.

Centacare operates six service delivery units across 22 metropolitan and nine regional South Australian offices. The financial outcome for the year ended 30 June 2022 resulted in an operating surplus of \$339k - a significant improvement on the \$152k deficit recorded the previous year. Our balance sheet reflects net assets of \$9.1m - up by 4% on 2020-2021 - healthy working capital of \$1.9m and current ratio of 1.2. Cash and cash equivalents for 2021-22 increased by \$1.6m compared to 2020-21 financial year.

KPMG audited Centacare's general-purpose financial report and provided an unmodified auditor's report for 2021-22.



**Rafa Mirzaev**  
Assistant Executive Manager

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## 67

service delivery  
programs

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## \$29.2M

grant revenue

## \$17.6M

fee-for-service revenue

## \$40M

employee benefits  
expenses

## \$1.9M

working capital



# Efficiencies drive surplus

The financial outcome for Centacare for the 2021-22 financial year resulted in an operating surplus of \$339,104. Total equity increased to \$9.1 million on a total asset base of almost \$23 million.

Balance Sheet	2022	2021
<b>CURRENT ASSETS</b>	<b>\$</b>	<b>\$</b>
Cash and Cash Equivalents	3,721,361	2,140,743
Investment	5,000,000	5,000,000
Prepayments	608,442	630,809
Trade and Other Receivables	3,059,909	2,861,346
<b>TOTAL CURRENT ASSETS</b>	<b>12,389,712</b>	<b>10,632,898</b>
<b>NON-CURRENT ASSETS</b>	<b>\$</b>	<b>\$</b>
Property, Plant and Equipment	10,587,481	11,332,640
<b>TOTAL NON-CURRENT ASSETS</b>	<b>10,587,481</b>	<b>11,332,640</b>
<b>TOTAL ASSETS</b>	<b>22,977,193</b>	<b>21,965,538</b>
<b>CURRENT LIABILITIES</b>	<b>\$</b>	<b>\$</b>
Trade and Other Payables	1,671,911	1,187,698
Lease liabilities	1,091,399	1,133,412
Provisions	5,828,392	5,285,142
Financial liabilities	1,247,366	1,069,201
Revenue received in advance	664,668	391,098
<b>TOTAL CURRENT LIABILITIES</b>	<b>10,503,736</b>	<b>9,066,551</b>
<b>NON-CURRENT LIABILITIES</b>	<b>\$</b>	<b>\$</b>
Lease liabilities	3,053,521	3,672,597
Provisions	356,624	502,182
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>3,410,145</b>	<b>4,174,779</b>
<b>TOTAL LIABILITIES</b>	<b>13,913,881</b>	<b>13,241,330</b>
<b>NET ASSETS</b>	<b>9,063,312</b>	<b>8,724,208</b>
<b>EQUITY</b>	<b>\$</b>	<b>\$</b>
Reserves	848,603	848,603
Accumulated Surplus	8,214,709	7,875,605
<b>TOTAL EQUITY</b>	<b>9,063,312</b>	<b>8,724,208</b>

Financial Summary	2022	2021
<b>REVENUE</b>	<b>\$</b>	<b>\$</b>
Government Grant Revenue	26,981,468	31,038,296
Other Grant Revenue	2,175,555	2,137,916
Fee for Service Revenue	17,606,860	17,694,993
Other Revenue	2,690,896	2,228,504
Interest Revenue	95,238	114,315
Gain on Disposal of Assets	537,353	1,167,682
<b>TOTAL REVENUE</b>	<b>50,087,370</b>	<b>54,381,706</b>
<b>EXPENSES</b>	<b>\$</b>	<b>\$</b>
Employee Benefits Expenses	39,984,615	42,297,214
Depreciation Expenses	2,495,137	2,652,328
Accommodation / R&M Expenses	839,619	907,652
Motor Vehicle Expenses	990,478	1,004,035
Client expenses	551,417	489,987
Insurance	238,298	230,592
Communications and office expenses	543,386	594,412
Furniture, equipment and software	1,141,965	1,195,427
Conferences, training, library and subscriptions	231,030	215,052
Interest expenses on lease	157,942	197,706
Other expenses	2,574,379	4,749,569
<b>TOTAL EXPENSES</b>	<b>49,748,266</b>	<b>54,533,974</b>
<b>SURPLUS</b>	<b>339,104</b>	<b>(152,268)</b>



## Care and Support Services

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
Centanet Day Options Service	Assistance with social and community participation, operating from a centre-based site.	Adult NDIS participants with an intellectual disability who have left school.	Metropolitan Adelaide
Commonwealth Home Support Programme (CHSP)	Low-level services to build strengths and support elderly people to maintain their independence at home and in the community. Services include flexible in-home and community access group respite, Aboriginal Elder support, group and one-on-one social supports.	People aged 65 and over; Aboriginal and Torres Strait Islander people aged 50 and over. Must be registered with My Aged Care, have a RAS assessment, and referral code to specific programs.	Northern Suburbs and Gawler
Direct Care Services (Ceased December 2021)	Supports include personal care, in-home respite, community access, social activities and household tasks.	NDIS participants with CORE supports in their plans. Self-funded people wanting to purchase a service.	Northern suburbs and Gawler
Elanora House Supported Accommodation Service	Assistance with daily life in shared supported accommodation in a duplex home for four young men with disabilities and health care needs.	Adult NDIS participants with an intellectual disability.	Whyalla region
Independent Living Program	In-home support and assistance with daily life for individuals living in their own choice of accommodation.	Adult NDIS participants with an intellectual disability.	Whyalla region and Metropolitan Adelaide
Joseph Place Supported Accommodation Service	Assistance with daily life in shared supported accommodation in a duplex home for four young men with disabilities and health care needs.	Adult NDIS participants with an intellectual disability.	Northern region
Karinya Cottage Supported Accommodation Service	Supported accommodation for two adults with intellectual and physical disabilities.	Adult NDIS Participants.	Whyalla region
Lara Cottage Supported Accommodation Service	Supported accommodation for four women with intellectual and physical disabilities.	Adult NDIS participants with an intellectual disability.	Metropolitan Adelaide
Lumiere Supported Accommodation Service	Supported accommodation for four women with intellectual and physical disabilities.	Adult NDIS participants with an intellectual disability.	Metropolitan Adelaide
Sanctus House Supported Accommodation Service	Supported accommodation in neighbouring houses for five adults with intellectual and physical disabilities and multiple health care needs.	Adult NDIS participants with an intellectual disability.	Southern region
Tamana House Supported Accommodation Service	Supported accommodation for five individuals with intellectual and physical disabilities.	Adult NDIS participants with an intellectual disability.	Whyalla region
Xavier House Supported Accommodation Service	Supported accommodation for two adults with varying levels of intellectual physical and health care needs.	Adult NDIS participants with an intellectual disability.	Northern region

## Children's Services Unit

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
Breathing Space	Early intervention pilot project which provides individualised, intensive and culturally-responsive specialist interventions. Practices on the foundation of trauma responsive practice.	Young women aged under 25 who have experienced removal of a child or children from their care; are at risk of repeat removals; have no children in their care and are not pregnant at the time of engaging with the service.	LGAs of Adelaide, Marion, Onkaparinga and part of Port Adelaide Enfield
Dad's Business	Dad's Business delivers a range of inclusive activities for fathers in the Playford area. The focus is on engaging fathers in the lives and wellbeing of their children, building parenting skills, confidence, cultural belonging and a positive sense of self.	Fathers with children 0-12 years of age.	Playford area
Foster Care Program	Provides family-based care placements for vulnerable children with complex needs. The program predominantly supports the planned process of returning children to the care of their birth families, where safe, as well as long-term, immediate and respite care.	Children 0-17 years of age placed under the Custody or Guardianship of the Chief Executive, Department for Child Protection.	Metropolitan area
Kids in Focus	A unique program which supports parents/carers who are misusing alcohol and/or other drugs (AOD). In addition to a range of child focussed interventions, the service works to increase parenting capacity, build healthy relationships between parents and their children, and provide safe family environments.	Families with children 0-18 years.	Northern suburbs



PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
National School Chaplaincy Program - North	Aims to support schools in promoting the wellbeing of students. The program is in collaboration with existing wellbeing services provided within the school community.	Available to Department for Education schools.	Metropolitan Adelaide
RESTORE Intensive Family Services	Delivers trauma-informed, culturally responsive and child-focused interventions to families with children. Families receive intensive six-month in-home and community-based support to address child safety concerns and ensure children and families are strong and connected.	Young parents (aged under 25 years); adolescents with complex trauma histories; Aboriginal families with multiple and complex needs; families of infants at high risk.	North Team: Barossa, Gawler, Playford, Salisbury, Tea Tree Gully, and Campbelltown LGAs. South Team: Marion, Onkaparinga and Mount Barker LGAs. Mount Gambier Team: Mount Gambier and Wattle Range LGAs.
UNIFY Family Reunification Service	Unify works intensively with families who have been separated by the child protection system due to safety concerns, and supports parents to make life changes to meet their children's needs and keep them safe so that they come home and stay at home.	Families are referred to UNIFY by the Department for Child Protection.	Metropolitan Adelaide and Adelaide Hills

## Domestic Violence, Homelessness and Youth Services

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
Coolock House	24-hour supported accommodation, crisis accommodation and outreach program.	Women up to 25 years of age, who are pregnant and/or parenting, and their children, who are homeless or are at risk of homelessness.	Southern Metropolitan area
Domestic and Family Crisis Accommodation Pilot	A pilot program providing an alternative to motel accommodation for women and their children experiencing domestic and family violence, who require emergency accommodation.	Women and children experiencing domestic and family violence who require emergency accommodation.	Murray/Hills/Limestone Coast and Whyalla
Domestic Violence Disclosure Scheme – Southern Country Region	An avenue for a person who may be at risk of domestic violence to get information about their partner or former partner, to help make decisions about their safety.	Any person who is feeling unsafe in their relationship, or a person concerned about the welfare of someone they know.	Southern Country region
Findon Family Housing	Supported accommodation, case management support, advice and advocacy, assistance to secure and maintain long term housing.	Young families up to 25 years of age. Agency or self-referral.	Western suburbs
Hannah Place	Accommodation, case management support, advice and advocacy towards pregnancy and parenting.	Young women 14-18 years of age, referred by Department for Child Protection (DCP) Placement Services Unit.	Northern suburbs
Limestone Coast Domestic Violence Service	Supported accommodation, crisis support, domestic violence counselling and support, advocacy and referrals.	Women and their children experiencing domestic and family violence or Aboriginal family violence.	Limestone Coast region
Louise Place	Supported accommodation, future planning and preparation for independent living. Includes parenting and pregnancy support.	Onsite support and accommodation provided to young women 18 years of age and under who are pregnant or parenting, and who are homeless or at risk of homelessness. Outreach accommodation and/or support program for up to 25 year olds.	Inner Southern Metropolitan area
Malvern Place	24-hour supported accommodation, crisis accommodation and outreach program.	Young women up to 25 years of age who are pregnant and/or parenting, and their children who are homeless or are at risk of homelessness.	Inner Northern, Western and North-East Metropolitan area
Murray Mallee and Adelaide Hills Domestic Violence Service	Crisis support, domestic violence counselling and support, advocacy and referrals.	Women and their children experiencing domestic or Aboriginal family violence who may be homeless or at risk of homelessness as a result of the domestic violence.	Murray Mallee and Adelaide Hills regions



## SERVICE SUMMARIES

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
Next Steps	Next Steps supports young people to move from residential care into adult life and independent living	Young people (aged 17-21) under long-term Guardianship of the Chief Executive, who are approaching the end of their care order and transitioning to independence and are referred by Department for Child Protection.	Metropolitan Adelaide
Outer North Youth Service	Information, advocacy, supported and emergency accommodation.	Young people 16-24 years of age who are homeless or at risk of homelessness. 15-18 years at the residential facility Carlow Place.	Playford, Gawler and Barossa areas
Riverland Domestic Violence Service	Supported accommodation, crisis support, domestic violence counselling and support, advocacy and referrals.	Women and their children experiencing domestic or Aboriginal family violence who may be homeless or at risk of homelessness as a result of the domestic violence.	Riverland
Safe at Home	Safe at Home supports women through risk assessments, safety planning and home security audits. Security measures vary due to individual circumstances but can include installation of locks, sensor lights and security screens. This means they can continue to access familiar community support networks, such as workplaces and school, which can influence coping and help-seeking decisions	Women and children who are at risk of homelessness because of family and domestic violence.	Southern Country Domestic Violence Services and Whyalla Domestic Violence Service.
Whyalla Generic Homelessness Service (Youth focus)	Provides supported transitional and crisis accommodation and other related services including information, advocacy and referral to individuals, couples and families who are homeless or at risk of homelessness.	All people including families who are homeless with a focus on young people under 25 years of age.	Whyalla region
Whyalla Regional Domestic Violence Service	Supported transitional and crisis accommodation, advocacy and other related specialist support services.	Women and their children experiencing domestic and family violence or Aboriginal family violence who may be homeless or at risk of homelessness.	Whyalla region

## Health Wellbeing and Education Services

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
Accommodation Support Program (Ceased January 2022)	ASP is a psychosocial mental health program that services country South Australia. ASP provides structured, goal focussed and individually tailored services. The program supports people with their recovery by providing choices and opportunities to build on their interests, aspirations and strengths.	Clients of community mental health teams who are living with a mental illness.	Limestone Coast and Port Wakefield Health regions
Animal Wellbeing Program	Takes a variety of animals such as joeys, birds, guinea pigs and goats into schools or community settings to help clients manage stress, anxiety, depression, and feelings of loneliness and social isolation.	School students (primary and secondary) and people with disabilities.	Across metropolitan Adelaide and some regional settings
ASCEND Youth Life Promotion Service	Support and consultation for young people. Training for organisations to recognise, interpret and respond to suicidal and depressive behaviours.	Young people up to 25 years of age at risk of suicide or self-harm. Organisations and professional teams.	Metropolitan Adelaide
Centacare Drug and Alcohol Counselling	Provides a range of supports including ongoing counselling, information and education, harm reduction, relapse prevention and connection to other services as appropriate. The service is guided by the individual, with goals and desired outcomes identified by the person seeking support.	Individuals can refer themselves or be referred through their GP, other health services, DASSA, ADIS, family and other support agencies.	Metropolitan Adelaide
Community Connections: Carer Support	Supports people to increase their independence in the home and to build stronger social and community connections.	Carers aged between 18 - 64 years or Aboriginal and Torres Strait Islander carers aged between 18 – 49 years. Young carers under the age of 18 years. Not registered with My Aged Care or the National Disability Insurance Scheme	Northern Adelaide and the Barossa Light Lower North area.
Community Connections: Deadly Connect	Support and empower individuals to identify aspirations aimed at maximising their independence, connection to community, and social opportunities..	Aboriginal or Torres Strait Islander peoples aged between 18 – 49 years. Community members between the ages of 18-64 years. Not registered with My Aged Care or the National Disability Insurance Scheme.	Northern and Western Adelaide Metropolitan area.



PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
headspace	headspace Port Adelaide is a free mental health service for young people and their families and can help with: mental health; general health; relationship support; alcohol and other drug services; education; employment and training.	Young people aged from 12-25 years of age and their families.	Port Adelaide
Individual Psychosocial Recovery Support Services	IPRSS is a psychosocial mental health program that services metropolitan Adelaide. IPRSS provides structured, goal focussed and individually tailored services. The program supports people with their recovery by providing choices and opportunities to build on their interests, aspirations and strengths.	Adults living with a mental illness. Referred to service by Community Mental Health.	Inner Southern Metropolitan area
Integrated Youth Substance Misuse Specialist Service	Provision of residential rehabilitation services, sobering up services and outreach counselling and support services.	Young people 12-24 years experiencing harm as a consequence of the misuse of alcohol or other drugs.	Metropolitan Adelaide and regions
Kindred Spirits	At-risk children and their families provided with intensive practical in-home support over a 12-week period during the school term with the aim of increasing school attendance.	At-risk Aboriginal children and their families.	Playford and Salisbury
NDIS Support Coordination (Ceased January 2022)	Capacity-building support to navigate and manage the services and support a person may need from a range of services providers.	People with support coordination in their NDIS plan.	Metropolitan Adelaide, Adelaide Hills and Murray Mallee
Panic Anxiety, Obsessive Compulsive and Eating Disorders (PACE) Service	Telephone support, brief face-to-face counselling, information and strategies, referral pathways, advocacy supports, access to lived experienced peer workers, recovery support groups, workshops and seminars.	Individuals living with panic anxiety, obsessive compulsive and eating disorders and those that support them.	Metropolitan Adelaide and regions
Reconnect Mental Health Service	Therapeutic interventions including assessment, counselling, family work, referral and consultancy.	Youth 12-18 years of age and their families, where there is a risk of homelessness and emerging mental health concerns for the young person.	Outreach service in Metropolitan Adelaide
Thrive Youth Mental Health Program	Supports young people aged 16-25 with moderate to severe mental health concerns, through the provision of clinical care coordination, psychological therapies, and peer work interventions.	Young people aged 16-25 years with moderate to severe mental health issues.	Port Adelaide

## Relationship Support Services

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
Fathers and Families Support Program	Seeks to build men's capacity within their families so their experience of fatherhood is enriching for both themselves and their families. Also builds strong relationships with other services and community in order to support men and families in various settings.	Fathers and families with children 0-12 years of age.	Murray Bridge and Callington areas
Family Connections Program	Families are engaged in a relaxed and friendly environment through free fun and educational play experiences such as playgroups, parent groups, workshops, family activities, peer groups and events. The program works in collaboration with a range of local community support services and groups.	Families with children 0-12 years of age.	The South East via Mount Gambier, Millicent, Penola and the Wattle Range area
Family Dispute Resolution Services	Assists couples and family members who are separating or separated to resolve issues in dispute such as parenting, care and property arrangements. Child-focused and child-inclusive supported approach.	Separating couples. Self-referral or the courts/lawyers.	Metropolitan Adelaide, Murray Bridge and the Murray Mallee region
Family Law Counselling	Assists people with relationship difficulties to better manage their personal or interpersonal issues, relating to children and family during marriage, separation and divorce.	Intact or separated families, extended family members, individuals, children and young people, couples and significant others such as grandparents and kinship carers who have caring or other relationship responsibilities.	Metropolitan Adelaide and regional on request
Family Mental Health Support Service - Supporting Children and Youth	Works with children and young people (up to the age of 18 years) who are showing early signs or are at risk of developing mental illness, to improve their wellbeing and enable them to better participate in their communities to reach their full potential.	Children, young people and their families or carers.	Murray Bridge and Murraylands



## SERVICE SUMMARIES

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
Family Relationship Counselling	Counselling for the individual, couple, family and children with a strong emphasis on safe and respectful family interactions while maintaining a child focus and child inclusive approach. Family members who are separating can also access support through Family Law Counselling.	Families, individuals, children and young people.	Metropolitan Adelaide, Murray Mallee, Southern Regional and South East region
Mobile Family Connections	Street level mobile resource service through play and chat sessions including referral, information and education.	Vulnerable families with children 0-5 years of age.	Southern suburbs
National School Chaplaincy – South	Aims to support schools in promoting the wellbeing of students. The program is in collaboration with existing wellbeing services provided within the school community.	Available to Department for Education schools.	Metropolitan Adelaide and regional areas
Parenting Education (Family Law Education)	Provides a diverse range of parenting education courses designed for separated/separating parents to develop and strengthen relationships and/or examine and build skills required for healthy family and child relationships.	Separated/separating parents, schools, community centres, children.	Metropolitan Adelaide and regional areas (upon arrangement)
Regional Family Dispute Resolution Services	Assists couples and family members who are separating or separated to resolve issues in disputes such as parenting, care and property arrangements. Child-focused and child-inclusive supported approach.	Separating couples. Self-referral or the courts/lawyers.	Mount Gambier and Limestone Coast region
Relationship Education	Relationship Education (pre-marriage education) offers couples the opportunity to explore their relationship with the support of a professionally trained educator prior to marriage. A variety of courses, workshops and groups are offered to support healthy relationships.	Couples	Metropolitan Adelaide and regional areas (upon arrangement)
SA COVID-19 Virtual Support Network	Early intervention through therapeutic interventions such as Art Therapy, 1-1 Counselling and group work.	Children aged under 12 years whose mental health has been compromised by anxiety around COVID-19.	Metropolitan Adelaide, Mount Gambier and Limestone Coast
School Counselling	Confidential counselling to students. Referral options to children/parents, consultation with the school and some group work within schools.	Students of participating Catholic primary schools can be referred into the program.	Metropolitan Adelaide
Supporting Sole Parents	Provides confidential counselling and art therapy sessions for sole parents. Educational classes and workshops, including self-development and parenting topics, are regularly conducted. Play therapy is also available for children.	Sole parents and their children.	North Eastern Suburbs (Conducted at Wandana Community Centre)
Wandana Community Centre	Provides a range of social, educational, recreational and community services to individuals and families from diverse backgrounds.	Local community of all ages and from all backgrounds.	Northern Adelaide with focus on North Eastern suburbs

## Corporate Services and Director's Office

PROGRAM NAME	SERVICES OFFERED	CLIENT GROUP	LOCATION
ACCESS Programs	Employee Assistance Program providing counselling, workplace training, consultancy, coaching and mediation.	Employees, managers, supervisors and human resources teams from contracted organisations.	Metropolitan Adelaide and statewide
Dulcie's Shop (Ceased December 2021)	Clothing shop selling vintage and second-hand apparel to raise funds for Centacare and Hutt St Centre.	All ages	Kidman Park
NDIS Plan Management	Management of NDIS plan funds and budgets including payments to service providers.	People with plan management in their NDIS plan.	Metropolitan Adelaide and statewide
Registered Training Organisation	Accredited and non-accredited training across the Community Services packages in line with the Australian Quality Training Framework.	Centacare staff and external learners from a variety of sectors.	Metropolitan Adelaide and Port Lincoln
The Otherway Centre	Home of the Aboriginal Catholic Ministry in South Australia. Cultural hub providing spiritual and social connections, and opportunities for healing.	Aboriginal and Torres Strait Islander people; non-Aboriginal people.	Stepney



## DIRECTOR'S OFFICE

### DIRECTOR

**Pauline Connelly**

- Aboriginal Services
- ACCESS Programs
- Communications
- Directors' Office
- Domestic Violence, Homelessness and Youth Services
- Health, Wellbeing & Education Services
- Human Resources
- Quality, Integrity & Support
- Relationship Support Services
- Strategy, Research & Evaluation
- The Otherway Centre



### DEPUTY DIRECTOR

**Leanne Haddad**

- Administration Services
- Care and Support Services
- Catholic Safety, Health and Welfare
- Children's Services Unit
- Directors' Office
- Finance and Administration
- IT & Infrastructure

## SERVICE DELIVERY

### CHILDREN'S SERVICES

**Amalie Mannik**  
Executive Manager



- Breathing Space
- Dad's Business
- Foster Care Program
- Kids in Focus
- National School Chaplaincy - North
- RESTORE Intensive Family Services North and South
- Unify Family Reunification Service

### RELATIONSHIP SUPPORT SERVICES

**Lisa Osborne**  
Executive Manager



- Fathers & Families Support
- Family Connections Program
- Family Dispute Resolution
- Family Law Counselling
- Family Mental Health Support Service
- Family Relationship Counselling
- Mobile Family Connections
- National School Chaplaincy - South
- Parenting Education (Family Law Education)
- Regional Family Dispute Resolution
- Relationship Education
- SA COVID-19 Virtual Support Network
- School Counselling
- Supporting Sole Parents
- Wandana Community Centre

### DOMESTIC VIOLENCE, HOMELESSNESS & YOUTH SERVICES

**Megan Welsh**  
Executive Manager



- Country North Alliance**
  - Whyalla Generic Homelessness Service (Youth)
- State-wide Domestic and Family Violence Alliance**
  - Domestic and Family Violence Crisis Accommodation Pilot (Murray Mallee, Limestone Coast and Whyalla)
  - Domestic and Family Violence Crisis Accommodation Pilot (Murray Hills, Limestone Coast and Whyalla)
  - Domestic Violence Disclosure Scheme
  - Limestone Coast Domestic Violence Service
  - Murray Mallee & Adelaide Hills Domestic Violence Service
  - Riverland Domestic Violence Service
  - Safe at Home
  - Whyalla Regional Domestic Violence Service

### Hannah Place Next Steps

- Adelaide North West Homelessness Alliance**
  - Outer North Youth Homelessness Services (including Carlow Place and Barossa Youth Services)

### Young Family Support Program

- Coolock House
- Findon Family Housing
- Louise Place
- Malvern Place

### CARE & SUPPORT SERVICES

**Liam Connelly**  
Executive Manager



- Centanet Day Options
- Commonwealth Home Support Programme
- Direct Care Services
- Elanora House Supported Accommodation
- Independent Living Program Adelaide and Whyalla
- Joseph Place Supported Accommodation
- Karinya Cottage Supported Accommodation
- Lara Cottage Supported Accommodation
- Lumiere Supported Accommodation
- Sanctus House Supported Accommodation
- Tamana House Supported Accommodation
- Xavier House Supported Accommodation

### HEALTH, WELLBEING & EDUCATION SERVICES

**Kim Formosa**  
Executive Manager



- Accommodation Support Program
- Animal Wellbeing Program
- ASCEND Youth Life Promotion Service
- Centacare Drug & Alcohol Counselling
- Community Connections/Carer Support
- Community Connections/Deadly Connect
- Headspace Port Adelaide
- Individual Psychosocial Recovery Support Services
- Integrated Youth Substance Misuse Specialist Service (Alban Place)
- Kindred Spirits
- NDJS Support Coordination
- Panic, Anxiety, Obsessive Compulsive & Eating Disorders Service
- Reconnect Mental Health Service
- Thrive Youth Mental Health Program

## CORPORATE SERVICES

### CATHOLIC SAFETY HEALTH & WELFARE

**Debbie Nation**  
Executive Manager



- Catholic Safety Health & Welfare for the Catholic Archdiocese of Adelaide

### FINANCE & ADMINISTRATION

**Damien Hern**  
Executive Manager



- Accounting
- CarCentra
- Management Financial Advice
- Mobile Communications
- NDJS Plan Management
- Payroll
- Salary Packaging
- Software Development

### IT & INFRASTRUCTURE

**Dominic Reppucci**  
Executive Manager



- Building / Leasing Maintenance
- Environmental Safety
- Fixed Communications
- Information Technology
- IT & Infrastructure Consultancy

### QUALITY INTEGRITY & SUPPORT

**Susan Thomson**  
Executive Manager



- Business Assurance
- Quality Assurance
- Work Health & Safety

### STRATEGY, RESEARCH & EVALUATION

**Dr Jonathon Louth**  
Executive Manager



- Oversight research
- Program design and evaluation
- Registered Training Organisation (RTO)
- Stakeholder engagement
- Strategic Planning



## CONTACT US

## Metropolitan Adelaide

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### ADELAIDE – ACCESS Programs

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### ELIZABETH DOWNS – Dad's Business

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### FULLARTON – Louise Place

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### GILLES PLAINS – Wandana Community Centre

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### MORPHETT VALE – Coolock House

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### MORPHETT VALE – Kelly House

9 Bains Road, Morphett Vale SA 5162  
P: (08) 8412 9550 | E: [morphettvale@centacare.org.au](mailto:morphettvale@centacare.org.au)

### POORAKA – Hannah Place

P: (08) 8303 6670 | E: [hannahplace@centacare.org.au](mailto:hannahplace@centacare.org.au)

### PORT ADELAIDE – Centacare

78-80 St Vincent Street, Port Adelaide SA 5015  
P: (08) 8303 6660  
E: [centacareportadelaide@centacare.org.au](mailto:centacareportadelaide@centacare.org.au)

### PORT ADELAIDE – headspace

78-80 St Vincent Street, Port Adelaide SA 5015  
P: (08) 8215 6340  
E: [headspaceportadelaide@centacare.org.au](mailto:headspaceportadelaide@centacare.org.au)

### SALISBURY – Emmaus House

33 Carey Street, Salisbury SA 5108  
P: (08) 8412 9500 | E: [salisbury@centacare.org.au](mailto:salisbury@centacare.org.au)

### SEATON

413 Grange Road, Seaton SA 5023  
P: (08) 8159 1400 | E: [seaton@centacare.org.au](mailto:seaton@centacare.org.au)

### STEPNEY – Alban Place

P: (08) 8215 6785 | E: [albanplaceadmin@centacare.org.au](mailto:albanplaceadmin@centacare.org.au)



## Regional South Australia Sites

### BERRI – Riverland DV Service

P: (08) 8215 6380 | E: [rdvs@centacare.org.au](mailto:rdvs@centacare.org.au)

### MURRAY BRIDGE

1a/2 Sturt Reserve Road, Murray Bridge SA 5253  
P: (08) 8215 6320 | E: [murraybridge@centacare.org.au](mailto:murraybridge@centacare.org.au)

### MOUNT GAMBIER – Centacare South East

13 Penola Road, Mount Gambier SA 5290  
P: (08) 8303 6630 | E: [mountgambier@centacare.org.au](mailto:mountgambier@centacare.org.au)

### MOUNT GAMBIER – Limestone Coast DV Service

P: (08) 8303 6640 | E: [lcdvs@centacare.org.au](mailto:lcdvs@centacare.org.au)

### WHYALLA

5-7 Colebrook Street, Whyalla Stuart SA 5608  
P: (08) 8215 6370 | E: [cysw@centacare.org.au](mailto:cysw@centacare.org.au)

## Centacare NDIS Services

### NDIS Disability Services

P: (08) 8215 6818 | E: [disability@centacare.org.au](mailto:disability@centacare.org.au)

### NDIS Plan Management

P: (08) 8228 8940 | E: [planmanagement@centacare.org.au](mailto:planmanagement@centacare.org.au)

Please visit our website for up-to-date information about our programs, services and locations. Locations current at publication August 2022.





**\$205,000**

**donation funded  
6 projects across  
3 service units**

*"We have had  
young people tell  
us that the grass  
makes Carlow  
look 'alive' and  
more homelike  
and welcoming."*

Sarah Searle  
Youth Case Worker,  
Carlow Place

## Catholic Charities thanksgiving

The kindness of Catholic Charities funded six projects across three Centacare service units this year.

Women and children fleeing domestic violence, foster carers, adults with disability, and young people experiencing homelessness were among those to benefit from the generous \$205,000 donation.

Centacare staff joined the Church's charitable arm at the annual Thanksgiving Mass in December to express their gratitude and highlight service achievements at the Charity Expo that followed in Mary MacKillop Square.

Domestic Violence, Homelessness and Youth Services received funding to create 50 baskets filled with homewares and household goods for families and young people fleeing unsafe homes.

Much-needed landscaping greened Elizabeth-based Carlow Place, which supports young people aged 15-18 years who are experiencing homelessness.

NDIS participants look forward to zipping between Day Options community activities in a new van, fitted with a lifter, while a bathroom renovation began at Auricht House to equip the Elizabeth site to provide Supported Independent Living.

Foster carers fitted out their homes with basic equipment such as cots and car seats as part of a set-up package provided for new placements with Centacare Foster Care.

A new playground is the centrepiece of outdoor landscaping completed at Emmaus House, a northern base for the Children's Services Unit and ACCESS Programs.





# Centacare

Centacare Catholic  
Family Services  
Archdiocese of Adelaide

45 Wakefield Street  
Adelaide SA 5000

T 08 8215 6700

E [enquiries@centacare.org.au](mailto:enquiries@centacare.org.au)



#### Child Safe Organisation

Centacare has an ongoing commitment to building and maintaining a Child Safe Organisation. We endorse the **Charter of Rights for Children and Young People in Care** and promote those rights in our policies and practice.



Centacare is a  
**Registered Training Organisation**  
RTO No. 1004



Registered NDIS Provider



Centacare welcomes people who are intersex, gender diverse and of all sexualities.



**Statement regarding the traditional owners of the land.** For thousands of years Aboriginal people have walked on this land, in their country. Their relationship with the land is at the centre of their lives. We acknowledge the Aboriginal people and their stewardship and spiritual connection with their lands.



Centacare is nationally accredited against the Quality Improvement Council (QIC), Australian Health and Community Services Standards.

[www.centacare.org.au](http://www.centacare.org.au)

